

# Application of '*Six Sigma*' Quality Improvement Tool in Libraries for the Enhancement of Library Services - An Overview

**Thivya Janen**

Library University of Jaffna,  
Jaffna, Sri Lanka

and

**Kalpana Chandrasekar**

Library University of Jaffna,  
Jaffna, Sri Lanka

## Abstract

*Six sigma* is a quality improvement tool used to measure the process output for error reducing in a system. It aims to maximize user/customer satisfaction and minimize defects in products and services being offered by an organization. This tool is intended to evaluate user satisfaction and assess the quality of the products or services, which are modified or newly introduced. In this paper, *Six sigma* quality improvement tool has been described in detail, along with its applications. Besides, case studies are also reported to demonstrate the efficiency of the tool in the library system. This present review anticipated that implementation of *Six sigma* in the academic and public libraries of Sri Lanka. would improve the quality of library services and have an impact on the user satisfaction.

**Keywords:** Service quality, *Six Sigma*. Library service. Quality improvement.

Corresponding author — j.thivya85@gmail.com